



## BEHIND CLOSED DOORS

### Recruitment and Selection Guidance for Volunteers

*If an applicant has experienced an abusive relationship, Behind Closed Doors takes its duty of care seriously and requires that the applicant has been free from the abuse for a minimum of two years before they would be considered as a potential volunteer. In some circumstances, a longer period of detachment from the abuse and recovery will be considered necessary.*

#### Role Descriptions and Person Specifications

All volunteers will be provided with, or given access via the website, to a role description and person specification that will include the following:

- Prime objectives of the volunteer role they are undertaking
- A clear, complete and current outline of the duties and responsibilities expected to be fulfilled
- List of skills and personal circumstances required

Whilst most of the volunteer's support will fall within the role description, they may also be asked to complete additional specified tasks, for which they will be given appropriate training and support

#### Recruitment

Volunteers shall be recruited by Behind Closed Doors on a proactive basis with the intent of broadening and expanding volunteer involvement throughout the organisation and within the community.

Volunteers shall be recruited without regard to disability, race, sexuality or religious belief.

Specific volunteer roles may require specific skills and/or personal circumstances but these will be clearly outlined in the role description and person specification.

There may be times when only a limited number of specific volunteer opportunities are available.

Only people who are 21 or over will be eligible to volunteer.

It will be necessary for volunteers to be available during the day, Monday to Friday, to fulfil their support commitments; health and safety, lone working and risk management issues preclude evening support except on isolated occasions when fully authorised in advance with the volunteer's Line Manager.



## **Selection and Assessment Process**

### **Stage 1: Application**

All applicants interested in volunteering must complete an application form and equal opportunities and monitoring information sheet. These are available on the Behind Closed Doors website (Volunteer section) or will be sent direct via email or post.

The dates for the next training programme will be made available to applicants and advertised on the Behind Closed Doors website.

Applicants who are assessed as demonstrating the essential criteria within the application form will be invited for interview.

### **Stage 2: Interview**

Interviews will be carried out by a member of the Senior Management Team with another member of paid staff or an experienced volunteer. The interview will take place near, but not at, the confidential office address, approximately 4 weeks before commencement of the training programme.

The same set of questions will be put to each volunteer and suitability to join the next volunteer training course will be assessed at interview.

The outcome of the interview will be communicated to each applicant within 3 working days of the interview by email, letter and/or phone.

### **Stage 3: References**

If successful at interview and on receipt of written/email confirmation that the applicant wants to join the next volunteer training programme, Behind Closed Doors will apply for references from the two referees specified on the application form. It is essential that these are received within two weeks of request.

We ask all applicants to ensure their referees are aware of the need for the references to be provided within the specified time or this may prevent the applicant from joining the training programme.

### **Stage 4: Training**

The first 4 days of the training programme (one day per week for 4 weeks) will be held at a location near, but not at, the confidential office address.

In addition to references and a DBS Enhanced check, all applicants will be assessed for suitability throughout the training programme and the organisation reserves the right to ask a trainee to leave the training programme at any time; reasons will be provided.



### **Stage 5: DBS Enhanced check (formerly known as CRB)**

During the first 4 weeks of training off-site, it will be essential for a criminal records check (now known as a Disclosure and Barring Service (DBS) Enhanced check) to be received. The organisation will provide the necessary website link and pay the administration cost.

Those applicants for whom a satisfactory DBS Enhanced check has been received will be invited to complete training (weeks 5 and 6) on-site at our confidential address. If the DBS Enhanced check is delayed but subsequently found to be satisfactory, it may be possible to offer individual completion of the outstanding training.

The DBS Enhanced check will be refreshed every 3 years, if the volunteer is still supporting Behind Closed Doors.

### **Stage 6: Shadowing/mentored period**

On successful completion of the training programme, attendees will be invited to confirm that they still want to volunteer and to specify which day/days of the week they wish to volunteer.

A period of 'shadowing' paid workers and experienced volunteers (usually one day per week for 4 weeks), will follow the training phase. Close supervision will be provided initially by the staff and experienced volunteers who are working directly with the volunteer during the shadowing period and by their Line Manager.

This 4-week period will also provide volunteers with access to appropriate policies and procedures to ensure they have the essential information required to volunteer at Behind Closed Doors, e.g. Lone Working and Risk Assessment policy.

An induction checklist will be provided which will include health and safety information. Volunteers who will be using their own vehicle to offer community based support will be required to provide evidence of their driving licence, insurance and MOT documentation.

On successful completion of the shadowing period, volunteers will then commence their support role.

The following 3 months will form a Probationary period. On successful completion of this period, volunteers will receive the Behind Closed Doors Certificate of Achievement.